



# COVID-19: Retail Business Checklist

## MANAGING EMPLOYEE HEALTH

- Prohibit sick employees in the workplace
- Employees who become sick at work should be sent home
- Pre-screen employees for fever and other symptoms prior to employees entering building
- Instruct sick and symptomatic employees not to report to work until symptom-free for three days without medication

## EMPLOYEE HEALTH & HYGIENE

- Require staff to attend/view COVID safety training, presentation, or information shared (in all common languages used by workers)
- Have employees wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing their nose, coughing or sneezing, or after touching high touch surfaces, e.g. doorknobs
- Provide alcohol-based hand sanitizers where soap and water are not readily available
- Instruct employees to avoid touching eyes, nose, and mouth
- Discourage employees from using other workers' phones, equipment and workspace when possible
- Require all employees to wear face coverings as recommended by the CDC

## CLEANING & SANITIZING

- Set a schedule for cleaning and disinfecting
- Routinely and frequently disinfect high touch areas including entrance/exit doors, railings, counters, buttons on elevators, and pens at checkouts
- Provide staff with proper cleaning and disinfecting supplies including instructions for use, as well as personal protective equipment (PPE) for workers
- Provide and maintain adequate handwashing supplies (hand soap, running water, disposable hand towels, waste cans, etc.) and hand sanitizer
- Post information on COVID-19 describing how to prevent the spread of germs
- Place alcohol-based hand sanitizers in public areas available for staff and customers and/or utilize touchless hand sanitizing solutions if possible
- Provide tissue, trash receptacles, and hand sanitizer wipes for carts or baskets
- Position a trash can near the exit to make it easy for employees and customers to discard tissues, paper towels, etc.

## ADMINISTRATIVE CONTROLS AND WORK PRACTICES

- Arrange for pick-up and drop-off of delivery packages to be done outside. Exchange cell phone numbers with your delivery drivers so they can contact the business
- Where possible stagger workstations six feet apart to avoid close contact
- Limit the number of employees per work shift
- Stagger or limit the number of employees simultaneously in break rooms or utilize outside space
- Post signage at the entrance stating that no one with a fever or symptoms of COVID-19 can enter
- Maintain records of employee work schedules that will help you trace who has been in contact with any employees or customers that have been confirmed to have the virus
- Consult with the state health department to determine appropriate actions if an employee or customer presents symptoms of COVID-19
- Put a sign on your front door that indicates the days and hours store is open. Keep it short and easy to read. Include your web address, and Facebook and Instagram handles so customers know where to check for updates

## SOCIAL DISTANCING

- Limit the number of shoppers and/or age of shoppers in store
- Offer shopping days and times for high-risk individuals
- Use technology to limit contact between employee and customers (i.e. mobile ordering, text on arrival for pick-up, curbside services, contactless payment, and “no touch deliveries”)
- Offer online ordering for products and services
- Schedule shopping by appointments to limit the number of people in your business
- Restrict off-duty employees
- Install plastic shields at checkouts
- Create spacing for lines of customers and install markings on floor
- Encourage use of credit cards with limited touch abilities. Don't require signatures
- Adjust return policies as appropriate
- Find ways to encourage spacing between customers (i.e. one-way aisles, redesigned displays, floor markings, physical barriers)
- Discontinue operations, such as food samples and beverage service stations that require customers to use common utensils or dispensers
- Establish designated pick-up zones